

PennyMac Financial Services, Inc. ("PFSI") and PennyMac Mortgage Investment Trust ("PMT," and collectively with PFSI, "Pennymac") are committed to upholding human rights and treating everyone with dignity and respect. We believe in the human rights principles contained in the United Nations Universal Declaration of Human Rights and recognize the importance of respecting, protecting, and fulfilling human rights and fundamental freedoms. We are dedicated to being a responsible corporate citizen and believe it is our duty to promote and protect human rights in every interaction with all stakeholders.

Our Employees

- We conduct our business in accordance with all labor, safety, health, non-harassment and non-discrimination, and other workplace laws and regulations.
- We offer equal employment opportunities for all qualified applicants and employees and are committed to diversity, equity and inclusion in the workplace.
- We offer a compensation program that is designed and actively administered to ensure that all full-time employees receive compensation meeting or exceeding the amount for basic living needs, above the legal minimum and living wages in the states where we have operations.
- We strive to provide an inclusive workplace where all employees feel valued, respected and protected.
- We do not directly or indirectly use or support the use of child labor. We do not hire children under the legal age for employment in any location in which we operate.
- We do not tolerate any form of forced labor that is against a person's free will, such as child labor, indentured labor, prison labor, slave labor, or any form of human trafficking. We prohibit this activity in our own operations and expect the same of our vendors.
- We recognize employees' freedom of association and right to bargain collectively, and we comply with applicable laws and regulations in the communities in which we operate. We also support the rights of employees who choose not to participate in these forms of association.
- All employees are required to comply with the PFSI and PMT Codes of Ethics and Business Conduct and report any suspected violations through the Company's whistleblower hotline.

Our Customers

- We are committed to responsible lending and building relationships with customers in order to provide them access to meaningful products and guidance to ensure they are able to make informed financial choices.
- We consistently follow business practices we believe serve the interests of our customers for the long term. We do not tolerate abusive, misleading or fraudulent lending.
- We take seriously our fair lending responsibility to not deny customers access to home loan financing based on race, religion, gender, sexual orientation, or any other protected status.
- We support the provision of, and access to, affordable housing for a range of vulnerable and underserved populations needing protection of these rights, including low-income residents and veterans.



- We have established policies and procedures designed to prevent the infringement of our customers' and potential customers' privacy rights. We also prioritize the fair, ethical and lawful collection, use and processing of customers' personal information, which respects individuals' privacy rights and is essential to building trust, providing quality customer service, and achieving our corporate objectives.
- We regularly monitor and enhance our business practices to help ensure that our employees adhere to our Code of Business Conduct and Ethics, which requires that we conduct our business in accordance with all applicable laws and regulations and in accordance with the highest standards of business ethics.

Our Vendors

- We expect our vendors to respect human rights and conform their practices to the standards set forth herein and in our Statement of Vendor Ethics. We also make efforts to do business with vendors whose corporate values and performance are consistent with our own.
- We expect vendors to respect human rights by prohibiting the use of forced labor, human trafficking or child labor; respecting diversity in the workplace; ensuring fair compensation and benefits; and providing healthy and safe working conditions.
- We request that our vendors complete due diligence prior to onboarding and on a regularly scheduled basis thereafter as determined by their classification and tier.
- While we recognize that each vendor will have varying policies and approaches to human rights, we strive to engage with those vendors whose values and business principles reflect their respect for the human rights of their employees, business partners and communities in which they do business.

Our Communities

- We respect human rights by using our financial and human capital to partner with and support local and national charitable organizations to address important human rights issues, such as equitable housing, economic inclusion, human and social services, health and medical research, environmental sustainability nondiscrimination, and other issues that align with our philanthropic focus areas.
- We strive to engage with our local communities to help foster community development and contribute to the environmental and social sustainability of the communities in which we conduct business.
- We are committed to minimizing the adverse environmental impacts of our business activities through measures designed to increase energy efficiency, reduce water consumption, and increase waste diversion from landfills. We expect our suppliers to manage their adverse environmental impacts, as well.

